



CPS EXECUTIVE SEARCH IS THE NEW NAME FOR SHANNON EXECUTIVE SEARCH

To provide our clients with a complete range of services and products, a few years ago CPS established a goal to develop an executive search service. We have achieved our goal with the acquisition and integration of Shannon Associates. The executive search division is among the elite public sector executive search practices in the West.

As a division of CPS Human Resource Services,



John Shannon, Dave Harris

a national human resources organization, CPS Executive Search has enhanced its capacity to deliver services to our clients. CPS Executive Search has access to a broad network to help our clients find talent of the highest caliber for executive and

senior management vacancies. The executive search team is also available to assist with other consulting services including executive compensation studies, executive performance reviews, ethics training, and governing board-executive manager goal setting.

We are expanding across the country. CPS Executive Search has expanded its offices to Southern California and to the regional offices in Wisconsin and Washington, D.C.

John Shannon, founder of Shannon Executive Search, will continue to actively provide his invaluable expertise and HR knowledge to assist our clients.

CPS Human Resource Services is among the largest providers of government consulting, testing and examination services, recruiting services, and executive search services in the country. With regional offices in California, Wisconsin, and Washington, D.C., the CPS team is capable of providing your organization with a full spectrum of HR-related services.

If you have any questions or would like more information about our services, please call Dave Harris, Senior Manager for CPS Executive Search at 916.263.1401.



Stuart Satow, Christine Iams



Kris Kristensen, Teri Black-Brann



left to right: Pamela Derby, Donna Nielsen-LaBarbera, Celeste Miller, Stefanie Eanes

CITY UNIVERSITY OF NEW YORK (CUNY) JOINS CPS BOARD OF DIRECTORS

The City University of New York, founded in 1847 and the nation's leading urban public university serving more than 400,000 students at 19 colleges in New York City, becomes the tenth agency to join the CPS Board of Directors.

"This is a significant expansion for CPS Human Resource Services Board of Directors," said David Hill, Chair of the Board of Directors and HR Director for the City of Anaheim. "With the addition of CUNY, our Board now has representation from

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PAMELA STEWART

LETTER FROM THE EXECUTIVE TEAM

As you may have read in the cover story, CPS Board of Directors is expanding to a ten-member Board with the addition of The City University of New York. We are tremendously excited about our newest member who will provide invaluable assistance as CPS continues to expand and serve more governments, special districts, and higher education in the U.S.

The CPS Board is comprised of HR professionals from public agencies small and large, ranging from local governments to higher education. Their combined wealth of HR knowledge and expertise provides CPS with the most current thinking on HR trends and changing workforce issues.

In these challenging fiscal times, public agencies are looking for cost-effective and sound HR solutions. At CPS we pride ourselves in meeting these objectives. Put CPS to the test and let us help your agency with your next HR consulting, testing and examination, or executive search project.



JERRY GREENWELL



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THE ANNIE E. CASEY FOUNDATION AND CPS PARTNER TO MAKE A DIFFERENCE

The Human Services Workforce Initiative of the Annie E. Casey Foundation is the first national effort to solve critical problems in the workforce that helps care for America's most disadvantaged children and families. The initiative focuses on the urgent need to recruit and retain human services workers who have the training and support to make crucial decisions that affect families. Through its extensive experience, the Casey Foundation has found that a stable, prepared, and motivated human services workforce yields real reform that leads to better results for children and families.

CPS is very excited about our long-term partnership with the Casey Foundation on this important national project. This partnership is based in large part on the strong connection between the CPS mission – to improve public sector HR – and the goals of the Foundation's Workforce Initiative. As part of our work with the Casey Foundation, CPS has identified HR best practices in human services organizations across the U.S. We are working with the Foundation to extend these practices to other human service organizations nationwide, and we also continue to identify additional best practices.

To learn more about the CPS partnership with the Annie E. Casey Foundation, contact Connie Champnoise (877.645.6823; cchampnoise@cps.ca.gov) or Bob Lavigna (877.645.6823; rlavigna@cps.ca.gov) in the CPS Madison, WI Regional Office.

CITY UNIVERSITY OF NEW YORK (CUNY) JOINS CPS BOARD OF DIRECTORS

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California to New York which is a solid testament to our growth and ability to deliver high quality HR products and services to public agencies across the country."

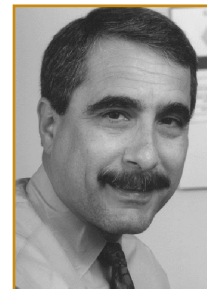
Brenda Richardson Malone, Vice Chancellor for Faculty and Staff Relations, will serve as CUNY's representative on the Board. Arthur E. Brown, Jr., University Director of Human Resource Management at CUNY, will serve as the alternate Board Member.

As Vice Chancellor, Ms. Malone is responsible for directing the development and administration of the policies, standards, and rules that guide CUNY's human resources and labor relations functions.

Vice Chancellor Malone has a bachelor's degree from Swarthmore College in Pennsylvania and a Juris Doctor from Hofstra University School of Law. She is a member of the Michigan Bar Association.

CPS SENIOR MANAGER BOB LAVIGNA ELECTED PRESIDENT OF IPMA-HR FOR 2004

Bob Lavigna, CPS Senior Manager, has become President of the International Public Management Association for Human Resources (IPMA-HR). Lavigna's tenure as IPMA-HR president is January – December 2004. With more than 5,000 members, IPMA-HR is the largest association dedicated to serving public sector HR professionals.



"It is a tremendous honor for me to be elected by my peers and to serve as president of IPMA-HR," said Lavigna. "I am confident that IPMA-HR can be a catalyst to ensure that government, at

all levels, has the tools to attract, develop, and retain talented people. In this way, we can help shape the future of government."

As President, Lavigna will work closely with the IPMA-HR Executive Director, Executive Council, and staff to provide leadership for the international organization. Lavigna will focus on expanding and improving IPMA-HR products and services, and expanding the association's membership.

"CPS is extremely fortunate to have Bob on our team," said Jerry Greenwell, Chief Executive Officer of CPS Human Resource Services. "As Program Manager for the CPS/TSA outsourcing project and Manager of our Madison office, Bob continues to show his commitment to our clients by delivering high-quality work while at the same time helping our profession continually look for ways to improve."

Lavigna has been a member of IPMA-HR for 15 years and has served on the Executive Council as the Central Region Representative. He is also a past Central Region President. If you would like more information about IPMA-HR, please call Bob Lavigna at 608.442.5001.

NINE NEW STOCK TESTS ARE NOW AVAILABLE FOR RENTAL

CPS has recently completed the validation and development of nine new stock tests. These tests have been updated to provide additional forms and information.

■ **Entry Fire 2180**

Introduced to provide additional forms for entry fire. Test contains the following sections: Understanding oral information; reading and understanding written information; numerical skills; and mechanical aptitude.

■ **Battalion Chief 2430**

This test was updated to coincide with the new Fire Chief's Handbook 6th edition.

■ **Entry Law Forms 1023, 1040, and 1097**

These tests were modified to the flipbook format which eliminates the need for two separate booklets. Tests contain the following sections: observation and memory; written communication and report writing; reading and understanding written information; reasoning/analytical ability.

■ **Police Technician/Community Services Officer 1513**

This test is completely new. It was created after the completion of a validation study. Test sections include: understanding oral information; interpreting diagrams and forms; reading comprehension; written communication/report writing; map reading.

■ **Dispatcher Forms 3420 and 3421**

These tests include new written items and new graphics. Tests contain the following sections: understanding oral information; vocabulary; ability to perform dispatching work; reading and understanding written information.

■ **Maintenance Worker 6523**

This test includes all new items and new graphics. This test was created after the completion of a validation study. The test can be used as an alternative to Maintenance Worker 6527. Test sections include: understanding oral information; knowledge of tools and equipment; ability to apply knowledge of general maintenance.

For more information, to rent a CPS test, or to obtain a Test Rental Catalog, please call a Test Rental consultant at 1.866.867.5272. You can also contact us via email at tr@cps.ca.gov or online at www.cps.ca.gov/testrental.

EVERY CPS STOCK TEST IS THOROUGHLY VALIDATED

CPS conducts aggressive, on-going programs to update the validity evidence supporting CPS stock tests. The goals of this program are to improve the psychometric and aesthetic qualities of stock tests and to ensure that each test is appropriately measuring current requirements to the target job classification.

To learn more about our Validation Program or to rent one of our new exams, please contact our Test Rental team at 866.867.5272.

WE DO CUSTOM TEST DEVELOPMENT

For more than 50 years, CPS has been a leader in custom test development. Our Test Development consultants can custom-design a test to meet your specific needs. The CPS Test Development team is well-versed in conducting job analysis studies for large and small agencies. Our job analysis processes are well-defined and researched-based.

CPS provides a comprehensive array of testing and assessment solutions ranging from writing, oral, and work sample exams to performance/physical agility tests, biodata instruments, and assessment centers. CPS also offers custom-developed supporting products such as candidate preparation materials and study guides.

To learn how we can develop a customized test for your public agency, please contact a member of the Test Development team at 916.263.3600.

Call for your free Test Catalog today at 866.867.5272 and don't forget to ask about our free Test Review Service!

HR ACADEMY CERTIFIES FIRST GRADUATING CLASS

CPS is proud to announce that seven students have successfully completed the inaugural HR Academy certificate program. Established by CPS, in partnership with California State University, Sacramento, College of Continuing Education, the HR Academy awarded certificates to seven students who completed all five courses in the educational series.

“Our purpose in developing this HR Academy was to provide an informative, career development program for HR professionals focused on public sector human resources,” said Susan Helland, CPS Client Services Manager of Consulting Services for the Western Region.

“We are extremely pleased with the success of our first graduating class,” said Mertianna Georgia, CPS Senior Manager in Local Government Services. “These students were very committed to their studies and the completion of their coursework.”

Coursework for the HR Academy includes: The Fundamentals of Human Resources, Classification and Compensation, Examination Development, Recruitment and Examination Administration, and Employee Relations.



Congratulations to the HR Academy's first graduating class:

- ❖ Claudette Brown, City of Vacaville
- ❖ Pamela Ferrara, Superior Court of Contra Costa County
- ❖ Kisha Grove, Superior Court of Contra Costa County
- ❖ Tina Kennett, City of Vacaville
- ❖ Brenda Luna, Sacramento Area Council of Governments
- ❖ Ann McNellis, Placer County
- ❖ Christine Penland, Solano County

For more information about the HR Academy, visit us on the Web at www.cps.ca.gov and click on the HR Academy link. The next class session begins with The Fundamentals of Human Resources on April 6, 2004.



CPS CAN PROGRAM TO SUPPORT COMMUNITY NONPROFITS

CPS CAN (Community Action Network) is the newest initiative by CPS to increase employee volunteerism and provide financial grants to nonprofit organizations that provide services to children and families.

The CPS CAN program, which will officially launch in May 2004, is designed to support the communities where we do business. Although CPS has encouraged employee volunteerism and has supported nonprofit community organizations in the past, the CPS CAN program officially formalizes our efforts and establishes a grant program in all the cities where CPS has offices.

Jerry Greenwell, CEO of CPS Human Resource Services, proposed the program to the CPS Board of Directors who approved it unanimously. “Part of the success of any organization is to give back to the communities where you do business. CPS has been successful, and we want to do our part by investing in a program that will make a difference in the communities where we live and work,” said Greenwell.

“This is a fantastic program, and I am glad to be part of its development,” said Jo Turney, CPS employee and member of the CPS CAN Committee.

Program information and grant guidelines will be located on the CPS Web site at www.cps.ca.gov, beginning in May 2004.

AGE BUBBLE STUDY AVAILABLE ONLINE

Now available to the public is a free copy of the “Age Bubble” study that CPS sponsored in partnership with Linkage’s Center for Organizational Research. The study addresses the aging workforce in U.S. public agencies and the innovative solutions some local governments are implementing to embrace these challenges. To download the executive summary and/or the full report, visit our Web site at www.cps.ca.gov.

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241 Lathrop Way
Sacramento, CA 95815



CPS HELPS DEVELOP FIRST CERTIFICATION PROCESS FOR PHYSICIAN ASSISTANTS IN CANADA

CPS was recently awarded a contract to assist the Canadian Academy of Physician Assistants (CAPA) in developing a national certification process for physician assistants in Canada. Design and development of the initial CAPA Certification Exam is well underway, and the exam is scheduled to be administered by CPS for the first time in January 2005.

Supported by the Canadian Forces, CAPA is establishing national certification as a credential for evaluative use within the Forces and ultimately to promote physician assistant practices in the private sector in Canada. Currently, only the province of Manitoba recognizes and licenses the physician assistant profession; however, other provinces are considering doing so, especially those with large, medically underserved areas for which physician assistants could provide much-needed services.

CPS is pleased to play a critical role in this important endeavor. For more information about the CAPA Certification project, please contact Drew Pokorney at 916.263.3624 x 3009 or Christian Jones at x 3028.

FULL SERVICE. FULLY CAPABLE.

From HR consulting, executive search, and recruitment to providing a full array of customized examinations, and licensing and certification services, CPS is the leader in providing quality solutions for your public agency human resource needs.

Visit the CPS Web site at www.cps.ca.gov